

Enterprise Incident Report September 2011

As of 10/3/2011

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Community and Culture	1 0	65 20	1 0	67 20
Customer Company Total	1 0	65 20	1 0	67 20

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Community and Culture	1 0	65 13	1 0	67 13
Customer Company Total	1 0	65 13	1 0	67 13

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Community and Culture	1 0.30	65 0.86	1 0.43	67 0.85
Customer Company Total	1 0.30	65 0.86	1 0.43	67 0.85

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Community and Culture	1	65	1	67
	1	10	0	11
Customer Company Total	1	65	1	67
	1	10	0	11

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Community and Culture	1 3.80	64 4.14	1 2.13	66 4.11
Customer Company Total	1 3.80	64 4.14	1 2.13	66 4.11

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Detail

INC000000363275	Cheryl Mansen Purchasing Support	Wireless Connectivity Kathy Kirtz	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.13 5.25
INC000000364496	Michele Elnicky Application Services	Application Martin Gonzalez	Reporting Community and Culture	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.47 102.13
INC000000366604	Cory Jensen Metro B Desktop Support	None Cindy Reed	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.46 35.63
INC000000370533	Diana Walker Metro B Desktop Support	Application Anthony Booyse	Password Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	9.39 10.14
INC000000372779	Christopher Hansen Metro B Desktop Support	PC/Laptop Cindy Reed	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.58 6.58
INC000000374813	Lila Abersold Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000375579	Doug Misner Metro B Help Desk	Network Gary Graham	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375605	Cheryl Mansen Security	Network Sharon Smith	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000375642	Erik Carlson Voice Operations	None Lois Schow	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.27 6.40
INC000000375925	Yvette Rhodes Voice Operations	Telecom Romanza Hamblin	Voice Mail Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.19
INC000000376846	Leah Garrett Metro B Desktop Support	Network Cindy Reed	Incident Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.64 10.88
INC000000377085	Lisa F Nelson Metro B Desktop Support	Network Matthew Blunk	Performance Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 0.51
INC000000377088	Cheryl Mansen Metro B Help Desk	Network Gary Graham	Incident Community and Culture	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377310	Lloyd Pendleton Metro A Desktop Support	Print/Copy/Scan/Fax Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.84 1.62
INC000000378650	Matt McLain Application Support	Application Michael Brown	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.36 16.52
INC000000379489	Claudia Borjas Metro B Desktop Support	Network Anthony Booyse	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 1.53

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INC000000379521	Julie A Anderson	Telecom	None	Telephone		TIR Missed:	No	TIR:	0.53
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.53
INC000000379532	Alyssa Grove	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.76
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	2.64
INC000000380299	Claudia Borjas	Network	Performance	None		TIR Missed:	No	TIR:	0.82
	Network Operations	Jack Bridwell	Community and Culture	Low	Resolved	TTR Missed:	No	TTR:	3.65
INC000000380376	Jean Irwin	Network	Error	None		TIR Missed:	No	TIR:	0.43
	Network Operations	Brian Chatwin	Community and Culture	Medium	Resolved	TTR Missed:	No	TTR:	2.13
INC000000380772	Glenna Matekel	PC/Laptop	None	None		TIR Missed:	Yes	TIR:	1.96
	Metro B Desktop Support	Sean Chadbourne	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	1.96
INC000000380804	Brian Richards	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380949	Glenna Matekel	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000381709	Cheryl Mansen	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.64
INC000000381741	Cheryl Mansen	PC/Laptop	Hardware	None		TIR Missed:	Yes	TIR:	6.01
	Rural South Desktop Support	Doug Thornton	Community and Culture	Low	Resolved	TTR Missed:	Yes	TTR:	6.01
INC000000381959	Kathy Kirtz	Application	None	None		TIR Missed:	No	TIR:	0.89
	Application Support	Yong Hui No	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.91
INC000000382610	Kristen Rogers-Iversen	None	None	Visio		TIR Missed:	No	TIR:	0.07
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.42
INC000000382735	Eva Salazar	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.23
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.23
INC000000382743	Leray Andreini	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.86
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	1.55
INC000000382751	Rosalinda Tsosie	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000382771	Brian Richards	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.13
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed:	No	TTR:	0.20
INC000000383770	Kristen Jensen	None	None	Microsoft Access		TIR Missed:	No	TIR:	0.06
	Metro B Desktop Support	Sean Chadbourne	Community and Culture	Low	Resolved	TTR Missed:	No	TTR:	0.64
INC000000383921	Julie A Fisher	None	None	Ipads		TIR Missed:	No	TIR:	0.46
	Application Services	Dustin Crump	Community and Culture	Low	Resolved	TTR Missed:	No	TTR:	0.51

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INC000000384241	Kristen Jensen Metro B Desktop Support	PC/Laptop Cindy Reed	Performance Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.40 6.89
INC000000384402	Shelli Goble Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000384461	Leah Garrett Metro B Desktop Support	PC/Laptop Cindy Reed	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.31 4.73
INC000000384462	Eva Salazar Metro A Desktop Support	Application Burton Brown	Error Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.49
INC000000384740	Michael Johnson Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000384903	Kimbal Hale Metro A Help Desk	Application Ed Conrad	Error Community and Culture	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385042	Kathy Kirtz Application Services	None Dustin Crump	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 1.04
INC000000385265	Mary Ellen Martinez Metro B Help Desk	Application Val Shepherd	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385523	Lisa F Nelson Metro B Desktop Support	None Matthew Blunk	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 3.13
INC000000385607	Lisa F Nelson Metro B Desktop Support	Application Torri Randa	None Community and Culture	Microsoft Windows XP Professio Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.20 8.11
INC000000385614	Ruthanne Hansen Metro B Help Desk	Network Gary Graham	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385932	Darci Card Metro B Desktop Support	PC/Laptop Anthony Booyse	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.20
INC000000386020	Sara Wever Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000386076	Londi Rowley Metro B Desktop Support	None Cindy Reed	None Community and Culture	Microsoft Word High	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.30 3.80
INC000000386086	Londi Rowley Metro B Help Desk	None Gary Graham	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000386288	Scott Brooks Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.23 1.23
INC000000386355	Lisa F Nelson Metro B Desktop Support	Server Torri Randa	Error Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000386485	Sheryl Featherstone Metro A Desktop Support	Application Burton Brown	Password Community and Culture	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.52
INC000000386668	Leah Garrett Security	Application Jed Johnson	Reporting Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 2.60
INC000000386811	Eva Salazar Application Services	Application Tony Larsen	None Community and Culture	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.19
INC000000386969	Paula Stuart Metro B Desktop Support	Application Torri Randa	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.58 1.10
INC000000387650	Matthew Turner Metro A Desktop Support	Application Burton Brown	Error Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.68 0.69
INC000000388027	Juan Lee Metro B Desktop Support	Application Matthew Blunk	None Community and Culture	Adobe Contribute Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 2.65
INC000000388203	Ashley Tolman Metro D Help Desk	None Doug Brown	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388336	Londi Rowley Metro B Desktop Support	None Michael Barth	None Community and Culture	None Low	TIR Missed: Yes TTR Missed: N/A	TIR: TTR:	2.98
INC000000388785	Jen Parsons-Soran Application Support	Application Michael Brown	Error Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 5.73
INC000000388873	Julie A Anderson Voice Operations	Telecom Romanza Hamblin	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.14
INC000000389017	Ryan Harris Voice Operations	Telecom Romanza Hamblin	Voice Mail Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.79
INC000000390749	Yvette Rhodes Metro A Help Desk	Application Cindy Schroeder	Error Community and Culture	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.31
INC000000390808	Julie A Fisher Metro B Desktop Support	None Peter Musser	None Community and Culture	Internet Explorer Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 1.56
INC000000390921	Londi Rowley Metro B Help Desk	None Val Shepherd	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391102	Sherman Roquiere Metro A Desktop Support	PC/Laptop Burton Brown	Performance Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.12
INC000000391323	Jason Bowcutt Help Desk	Application James Stearns	Reporting Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391409	Nelson Knight Metro B Help Desk	Application Val Shepherd	Password Community and Culture	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00